IT Governance 2005 Project Updates

Service Center - Remedy

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Service Center - Remedy

The mission of the service desk is " To deliver excellence by providing prompt and accurate solutions to our customers' technology problems, requests and questions." Goals include:

- Help Desk to Service Center
  - People
  - Process
  - Technology - Remedy
- Enable customer-focused services
  - Facilitate customer single point-of-entry (eliminate IPONS!)
  - Support accountability for all incidents and requests
  - Support ownership by the Service Center
  - Increase customer access to service information
- Measure, measure, measure
  - Reduce service response and resolution times.
  - Reduce support cost – 1st call resolution
  - Measure service levels, performance and workloads
- Identify areas for improvement, training or problems

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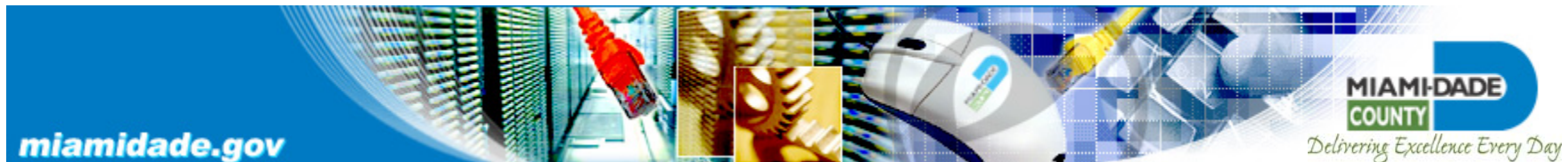
Project Timeline

Milestones	Target Date
Exit the Planning Stage	8/30/04
Exit the Remedy Development Environment	11/30/04
Exit the Training Stage	12/3/04
Exit Official Project Kickoff	12/13/04
Exit Infrastructure Configuration/Installation	12/15/04
Exit Remedy Installation (Test/Integration/Production)	12/17/04
Exit Remedy Configuration & Customization (Development)	3/4/05
Exit System Testing (Internal)	3/9/05
Exit the System Integration Stage (Customer)	3/16/05
Exit the Deployment and Acceptance Stage	3/22/05
Exit the Project Close Out	3/30/05

Project Allocation / Funding Breakdown

	Funded	Used
Capital	$134.5k	$16k
❑ Integrator Software	•30	•8k
❑ Upgraded Support (Express)	•9.5	•8k
❑ Change management	•30	
❑ AR/HD	•35	
❑ Additional integration	•20	
Operating ($22k) ❑ Support (remaining months)	•10	

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